



# PULSE<sup>SD</sup>

EMS PROGRAM QUARTERLY NEWSLETTER

**South Dakota Office of Rural Health – Emergency Medical Services**

**September 2020**

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<https://EMS.sd.gov>

## Director's Welcome

By Marty Link—EMS Director

Dear healthcare professional, mom, dad, brother, sister, aunt, uncle, grandparent, friend, etc. - many of you reading this can relate directly to many of these situations. In addition, you work tirelessly on the family farm, behind a desk, mopping floors, teaching kids, driving bus, being a full-time EMS provider, and countless other professions. Boy, the list really goes on and on. As I reflect back over the years, I have had the privilege of getting to know many wonderful people.

I can tell you with certainty life can be challenging. We all can agree to that simple statement. My brother once told me each person in his or her life endears the same amount of stress. I still do not fully comprehend if that statement is truly accurate, but I do love him greatly and trust his thought process. What challenges me is seeing moms and dads caring for special needs kids who they love with all of their heart. I've witnessed a precious mother talking about the challenges she and her husband had raising their child. She tells how life was put on hold and how someone was by his side every waking hour. She shared how stressful those times were and how it impacted their family. Her story brought me tears - in the end, redemption and hope emerged and their not so little boy is healthy and well.

I've also witnessed countless stories of individuals suffering from opioid addictions and how a simple little pill unknowingly becomes a yoke that eventually takes the life of countless people across the country annually. I've also see moms and dads, brothers and sisters rise up and take a stance to promote, educate, and share their stories. We see redemption and hope through their voices. Their loved ones are making an impact on others.

There is a small passage found in the bible that states, "...not only that, but we also rejoice in our sufferings, because we know that sufferings produces perseverance; perseverance, character; and character, hope. And hope does not disappoint us..." Romans 5:4. I suspect many of you have heard of this verse before. I can tell you that Hope is something I hold onto dearly. I want you to know there are brighter days coming. We will get through COVID; we will see the other side; we will learn from our sufferings; hope and redemption will prevail.

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## Director's Welcome (continued)

By Marty Link—EMS Director

You all are a blessing. Please do not ever underestimate the power of a kind word, a compassionate and encouraging thought, a soft smile. You may not ever hear how a small random act of kindness touches another human being but your patients, friends, and family will.

I encourage all of you to take 10 minutes a day to reflect on something positive, take a little time just for you, find your passion and enjoy life to the fullest. You are all much appreciated.

Best,

Marty

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## E-Licensing System

By Lance Iversen, Education Coordinator & Data Manager

The E-Licensing System is where an EMR or EMT will go to update their demographic information, such as a change in address, phone number(s), email address, etc., and is where you will record your continuing education hours completed (if not entered by your instructor), view your hours and how many more hours you need in each category.

Every EMR and EMT has an account in E-Licensing. If you have never accessed your account, you can go to the bottom of the E-Licensing Public Portal page and click the “Forgot Username” link, read and follow the instructions, and the system will send you an automated email that will tell you your username and will have a link to click to reset your password. The automated email will be from a [noreply@imagnetrend.com](mailto:noreply@imagnetrend.com) address so if it doesn't come to your inbox, check your junk or spam folder.

If you know your username but don't remember your password, you can click the “Forgot Password?” link and the system will send you an email to reset your password.

Do not create a new account. Duplicate accounts will be deleted and anything you put in your new account will be lost.

To access the E-Licensing Public Portal site, you can click this link: <https://southdakota.imagetrendlicense.com/lms/public/portal#/login>, or you can access it by going to the EMS Programs website: <https://EMS.sd.gov> then click the red box labeled “E-Licensing Portal”. Also on our EMS website, next to the red E-Licensing Portal button is a yellow button labeled “E-Licensing System Instruction Sheets” that will have step-by-step instructions on several areas of the new E-Licensing System that will help guide you with what you are trying to do. We are in the process of creating instruction videos. Once those are completed, they will be available in that box.

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## E-Licensing System (continued)

By Lance Iversen, Education Coordinator & Data Manager

This is where you will also go to renew your SD EMR or EMT certification during the open recertification period. You will log into your account and click the “Applications” button, then find the application to renew your certification. When you do your renewal application, you will need to upload a copy of your Driver’s License (or other Govt. issued photo ID), a copy of your current CPR Certification, and a copy of your new National Registry card (if you have or keep your National Registry Certification). If you get your new National Registry card before you apply for your SD recertification, within the application it will ask you if you will be using National Registry to renew your state certification. If you answer yes to that question, you will put in your National Registry information and upload a copy of your new card, and that will take off the Education tab in your application so you do not need to enter any continuing education hours.

We are also requiring everyone to upload their photo into their profile. To do this, log into your account and click the gray photo icon next to your name and upload your photo. When you do this, your picture will be printed on your new certification card as an additional means of security and verification.

If you need a copy of your card, you can click the gray button next to your name that says “Generate Card”. This will open a pdf of your card you can print or save.

If you start and do not finish an application, you will click your Applications button, then below that there will be a button that says Continue with a number behind it (the number represents how many applications you started but did not finish before you logged out of your account). Click the Continue button and find the application you want to finish and click on it.

To see your Training Report, click the “Training” button on your menu list then click “Report”. This will open a page and show you all the categories and how many hours you have completed in each and how many more hours you need. When you are on that page, you can use the drop down box to select either “EMR Recertification Hours” or “EMT Recertification Hours” and press the gray GO button to refresh the page, then click the small pdf icon and that will open a pdf of all your courses you have completed in your account, and you can print or save that pdf if needed.

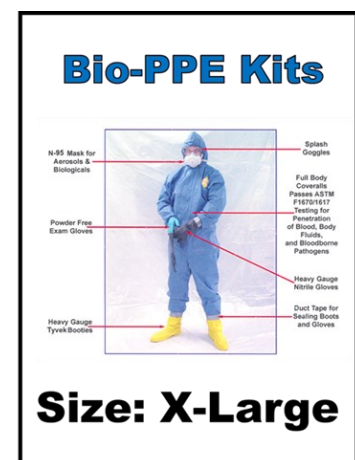
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## COVID EMS Personal Protection Equipment

By Julie Smithson—Western EMS Specialist

The State of South Dakota has been able to supply EMS with valuable PPE during this pandemic when it was unattainable from their normal suppliers.

If your ambulance service needs more PPE or EMS PPE kits, please contact Julie Smithson at [julie.smithson@state.sd.us](mailto:julie.smithson@state.sd.us).



## E-Licensing System FAQ & Requirements

By Lance Iversen, Education Coordinator & Data Manager

1. **Email address:** Every person will need to have an email address in their account and the email address can not be the same as someone else's. For example, if you are a married couple you cannot use the same email address in both your E-Licensing accounts. Your email address is unique to your account and that is used for correspondences, such as automatic email notifications to you when you are 90 days and 30 days from your certification expiring. Your email address is also used to reset your password if you forget it (by clicking the Forgot Password link at the bottom of the E-Licensing Portal page), amongst other types of correspondence from our office.
2. **What do I do if I can't remember my Username or Password?** On the E-Licensing Portal page, you can click the Forgot Username, or Forgot Password links at the bottom of the page, follow the instructions and the system will send you an email with your information and a link to click to reset your password.
3. **When I go to recertify, can I mail my application and paperwork in like I have done in the past?** No. Everyone will need to log into their E-Licensing account and do the EMR or EMT renewal application. Paperwork sent into the EMS Program for recertification will not be processed and your paperwork will be mailed back to you.
4. **If I lose my card can I get a replacement?** Yes. You can log into your E-Licensing account and click the "Generate Card" button next to your name and that will generate a paper copy of your card in a pdf which you can then print or save to your computer. You will only get a new hard card from our office when you renew your SD certification every two years.
5. **My National Registry Certification is current. Doesn't that automatically renew my SD certification or override needing a state certification?** No. National Registry Certification has never automatically renewed an EMR or EMTs state certification. Everyone (EMR or EMTs) will need to log into their E-Licensing account and apply for recertification during their open recertification period. If your state certification expires, you are not legally able to function at your level on a SD licensed ambulance service.
6. **If I renew my National Registry certification before I renew my state certification, do I have to enter all my continuing education hours again?** No. Within the renewal application, there will be a question that asks if you will be using National Registry to renew your state certification. If you answer Yes to that question, you just need to enter your National Registry information (NR # and expiration date), then upload a copy of your NEW National Registry card. When you do this, it will turn off the Education tab in your application and you will not enter your continuing education topics/hours.
7. **What documents do I need to have to complete the recertification application?** Within the application, it will ask you to upload a copy of your Driver's License (or other Govt. Issued photo ID), a copy of your current CPR certification or card, and if you are Nationally Registered, a copy of your NEW National Registry card. If you do not have an electronic copy of these items, you can scan and save the file to your computer or device then upload the files when asked. If you don't have a scanner, you can take a picture of your cards, save to your computer or device, then upload in your renewal application where asked for.

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## E-Licensing System FAQ & Requirements

By Lance Iversen, Education Coordinator & Data Manager

8. **What if I moved and have a new address, or phone number or Email address?** You can log into your E-Licensing account and edit your demographic information. You cannot edit/change your name, date of birth, Social Security Number or race. If you have a name change, you will need to email the EMS program and include a copy of a legal document that has your new last name. If there is an error of information in your account, such as date of birth or SS#, please call the EMS Program.
9. **How do I access my E-Licensing account?** Every EMR and EMT already has an account in E-Licensing. Please do not create a new account as duplicate accounts will be deleted and anything you put into your account will be deleted and unrecoverable. To access your E-Licensing account you can click on this link: <https://southdakota.imagetrendlicense.com/lms/public/portal#/login> or you can go to the EMS Program's website: <https://EMS.sd.gov> then click on the red button labeled "E-Licensing Portal". We do have detailed instructions on many areas of the system such as how to enter your continuing education hours manually, how to do your renewal application, etc. To get to these, click on the orange button on our website labeled "E-Licensing System Instruction Sheets". We are in the process of creating instructional videos. Once these are completed, they will be available within the E-Licensing System Instruction sheet box.
10. **What do I do if my state certification expires?** If you fail to renew your state certification before its expiration date, depending on the amount of time that has lapsed, you can log into your E-Licensing account, click on the "Applications" button then complete the Re-Instatement Application.
11. **How do I enter my continuing education topics/hours I have completed?** One feature of this new system is if a course is being done in-house (for example your service's monthly training), the instructor has a feature when they apply for a course to allow public registration. If they allow this, you can log into your E-Licensing account, find the training course, open it up for more information, then at the bottom of the page there will be a gray button you can click to Register. This will put your name into the training course attendee list and your instructor will log into his/her account and sign you off and your topic and hours for the course will automatically be registered into your Training report. If the instructor does not allow registration, he/she can log into their account, search and add you to their course attendee list and sign you off. Again, when he/she does this, it will automatically record the topics and you're into your training account automatically. If you did an online course, for example, you can log into your E-Licensing account, click on the "Applications" button then select the "Form to Record Your Continuing Education Courses (topics & hours) Completed", follow the instructions to add your course (s), topics and hours and submit the form. This will then record the hours into your Training Report. If you're not sure if your instructor will do this for you, please ask him/her if they will enter the hours for you.
12. **What if I was an EMR and I advanced to an EMT. Do I need to create a new application?** No. If you were an EMR and advanced to an EMT (you passed and have your new National Registry card), you will log into your E-Licensing account, click on the "Applications" button and complete the Emergency Medical Technician Initial Application.



## Continuing Education Requirements Changes Due to COVID-19 / Recertification Requirements

By Lance Iversen, Education Coordinator & Data Manager

Due to COVID-19 and the CDC recommendations of social distancing, many EMS providers are finding it difficult to obtain in-person or live EMS related training courses.

The EMS Program has waived the number of live or In-Person hours (7 for EMTs and 4 for EMRs) for SD EMT and EMR Recertification until further notice. All hours can now be obtained via online or remote learning.

As a reminder, we require 20 hours of continuing education for EMTs in the following categories (following the National Registry National Component topic requirements):

**Airway/Respiration/Ventilation – 1.5 Hours**

**Cardiovascular – 6 Hours**

**Trauma – 1.5 Hours**

**Medical – 6 Hours**

**Operations – 5 Hours**

For EMRs, we are reducing the hours from 16 to 8 (following the National Registry National Component topic requirements):

**Airway/Respiration/Ventilation – 1 Hour**

**Cardiovascular – 2.5 Hours**

**Trauma – 0.5 Hour**

**Medical – 3 Hours**

**Operations – 1 Hour**

If you will be maintaining your National Registry certification, you will need to follow their requirements.

**Please Note:** Renewing your National Registry Certification does not automatically renew your SD EMR or EMT Certification. Everyone will need to log into their E-Licensing account (<https://southdakota.imagetrendlicense.com/lms/public/portal#/login>) and apply for recertification during the open recertification period for their level (January 1<sup>st</sup> to March 31<sup>st</sup> for EMTs, and July 1<sup>st</sup> – September 30<sup>th</sup> for EMRs). If you do not renew by your expiration date, you can complete the Re-Instatement Application within your E-Licensing account.

## South Dakota Statewide Radio System - Project 25

By Marty Link, EMS Director

Many of you are aware that the statewide digital radio system upgrade-Project 25 or “P25” that has been delayed for the past few years now, is back on track. EMS agencies utilizing the SD statewide digital radio system for communications with Public Safety Answering Points (PSAPs), inter-agency, and air to ground communications will need to have compatible P25 digital radios prior to July 23<sup>rd</sup>, 2023.

The Department of Health (DOH) and the EMS Program understand this infrastructure upgrade can be costly; especially, for volunteer ambulance services across SD. We are pleased to share federal dollars that have become available to assist ambulance services in upgrading to the P25 compliant standard for their mobile radios.

The DOH and experts knowledgeable with the statewide digital radio infrastructure are planning to purchase Motorola APX 6500 or equivalent standalone mobile VHF digital radios for ambulance services to be distributed in a phased-in approach. Radios will not be supplied to “back-up” ambulances that are not routinely used in 911 responses i.e. older vehicles that are still on the licensees’ roster.

Licensed and active ambulances who are approved for new radios will receive the following as part of a grant funded package:

- One standalone digital mobile radio,
- One antenna and compatible UHF portable radio extender system,
- Digital radio programing, and Installation.

To be eligible, ambulance service directors should have completed the survey monkey by July 31<sup>st</sup>, 2020. Federal grant dollars will be utilized on a first come basis with volunteer services receiving priority funding.

Please contact Bob Hardwick with any questions or concerns regarding the P25 Project. Bob can be reached at 605-773-4440 or [Bob.Hardwick@state.sd.us](mailto:Bob.Hardwick@state.sd.us).



## CleanSpace HALO Respirators for SD Licensed Ground Services

By Lance Iversen, Education Coordinator & Data Manager

The Department of Health is able to provide CleanSpace HALO Respirators to SD licensed ground ambulance services free of charge, from COVID-19 Federal funding, if the service wishes to receive them.

Currently we are allocating two (2) CleanSpace HALO Respirators, two (2) full face masks (one Small and one Medium/Large), filter pack, charger, fit test adaptor, and cleaning & storage plug set to each SD ground ambulance service.

Ambulance service Directors and/or other service points of contacts were emailed (up to three times) at the end of Sept. and first part of October the information on the program and the Hold Harmless Agreements that needed to be signed and sent back to us in order to ship out the respirators to them.

If the service wanted to participate in this program and sent in the paperwork within the deadline, the HALO Respirators and accessories will be shipped to them around the middle to end of October, or as the devices become available to the Dept.

For product information on the CleanSpace HALO Respirators, please visit their website: <https://cleanspacetechnology.com/health/cleanspacehalo/>.

For video demonstrations, please visit: <https://www.youtube.com/watch?v=h1i6dZO0Tuk> and <https://cleanspacetechnology.com/health/training-videos/>



### CLEANSPACE HALO

A major innovation in Personal Respiratory Protection for Healthcare.

Designed by biomedical engineers. A lightweight compact powered respirator. Minimal parts. Ergonomic with no cables, hoses or helmets.

- Lightweight (350g/1 lb) and compact
- High protection for biohazards (APF 50 & 1000)
- No hoses or belt mounted battery packs
- Reliable, fast cleaning and disinfection
- CE Mark approved



## South Dakota Emergency Medical Service Association

By Eric Van Dusen, State President SDEMSA



The South Dakota EMS Association 45<sup>th</sup> annual conference is right around the corner and with all the changes this year, we have had to adapt to a virtual conference as well. The dates have not changed from the originally scheduled event; however, the times have changed allowing better participation for those still working and wanting to attend the event.

There has been a dedicated group working to make this event a success and allowing us to host a conference this year to bringing some normalcy. You can check out the website with all the latest information at <http://sdemsa.wildapricot.org/> and there will be emails sent out as soon as everything is finalized and ready to go.

The dates of the virtual event will be October 22 -25, still having exhibitor areas and national speakers willing to share all their knowledge, experience, and technology. We hope this event will allow folks that have never attended an event to participate and see the education provided from first-hand experience. We also see this as an opportunity allowing a virtual experience for all those providers that are staying home to cover their communities, to participate in future conference events virtually.

We look forward to having you as part of the event; however, we are anxious to get back to an in person conference in future years to come. Keep up the great care and stay safe!!



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## South Dakota EMS Patches

By Lance Iversen—EMS Data Manager / Ed. & Prof. Standards Coordinator

If you or your service are interested in purchasing SD EMS patches, you can send a check or money order, made out to DOH/EMS, and mail to:

DOH-EMS  
Attn. Bob Hardwick  
600 E. Capitol Ave.  
Pierre, SD 57501

Patches are \$1.00 each



## Spotlight EMS

By Mike from Spink County Ambulance

Spink County Ambulance in Redfield just took delivery of a new ambulance on Aug 21<sup>st</sup>. We are fortunate to have our first 4WD after a rough couple winters. We currently have 9 active members and 15 total, including basics, I-85s and paramedics. We run an average of 500 calls per year and cover close to 2,000 square miles including most of Spink county and parts of Hand, Faulk, and Beadle counties. We recently completed an EMT class and are waiting for students to test.

Spink County Ambulance started in 1972 as most services did. Prior to that, the ambulance service was provided by the funeral home. The City of Redfield and Spink County came together and got the service going. With Community Memorial Hospital being city owned, it was turned over to the hospital to manage. Many changes have happened since then but we have always provided excellent patient care and with EMTs being scheduled 24/7, we always have quick response times.

Our goal now is a new EMS center, with garage space for all our ambulances, sleeping rooms and a training room in one building. Our three ambulances are housed in two different locations with a training room at the hospital. Currently, three of our active, scheduled EMTs live out of town. We have worked on this for a couple years now and are currently in the fundraising stage. We realize in order to recruit and retain our EMTs we need to provide housing for them and have good facilities and equipment. We also want to use the training room for our CPR, blood drives, and other classes instead of traveling and setting up in other locations.

We are active in the community and teach CPR, First Aid, and Stop the Bleed courses for the area schools and fire departments. We provide standby coverage for football games in Redfield, Doland, Northwestern, Tulare, and Hitchcock and for special events like Bull riding, MMA fights, and other events. We have won awards including EMT of the Year, Service of the year, and EMSC for children awards. We have done mock accidents in the past for the high school, classes on drinking and driving, and child seat fittings. As with most services, we are always looking for more EMTs.



## COVID-19 Information/Resources

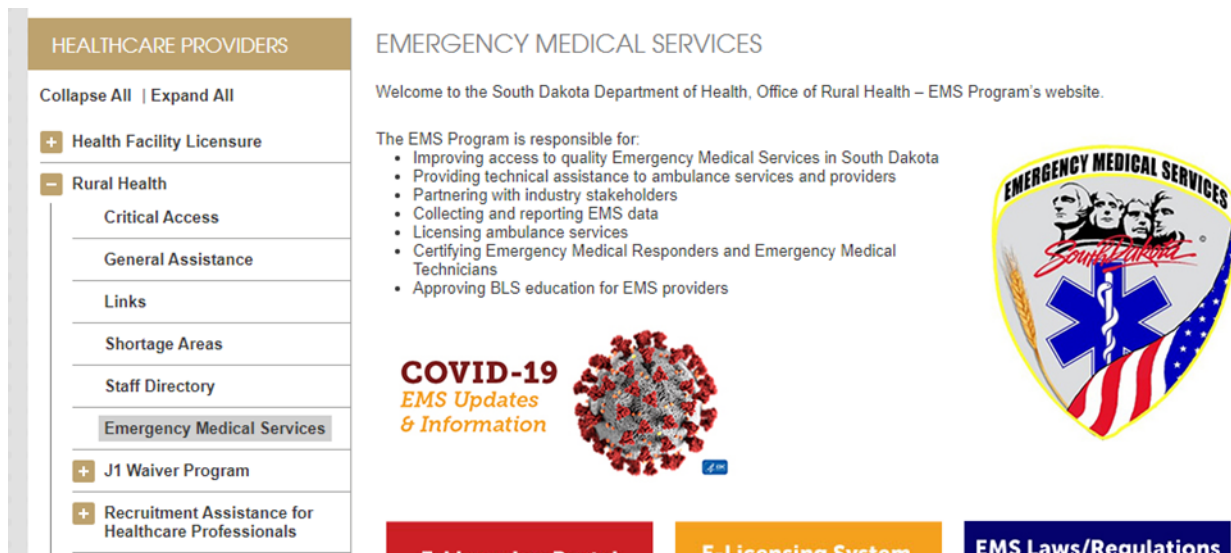
By Lance Iversen, Education Coordinator & Data Manager

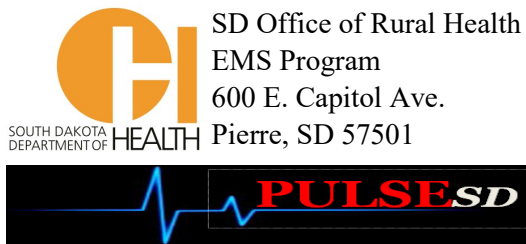
For the latest information and recommendations on COVID-19, there are many resources available to you.

South Dakota has a dedicated website for COVID-19. You can see Case Updates, Economic Impact to our State, “Back to Normal” plan, Tribal Checkpoints, Care19 App, Local Govt. COVID Recovery Fund just to name a few. You can access this by going to: <https://Covid.sd.gov>.



The EMS Program also has a COVID-19 page for EMS. To access this page, please go to <https://EMS.sd.gov> then click the COVID-19 EMS Updates & Information button.





### Questions or More Information? Contact:

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